



Independent Living Services Simcoe County POLICIES and PROCEDURES MANUAL

CATEGORY A: Administration and Operations

SECTION 2: Ethics and Values

POLICY NAME: AODA – Integrated Accessibility Standards Regulation (IASR)
Communications Policy

POLICY

All information and communications materials and services provided by ILS shall follow the principles of dignity, independence, integration, and equal opportunity. ILS is in compliance with the Integrated Accessibility Standards, Ontario Regulation 191/11 for the Employment Standard set forth under the Accessibility for Ontarians with Disabilities Act, 2005. This policy applies to the provision of information and communications services and materials for people with disabilities.

In accordance with the *Integrated Accessibility Standards, Ontario Regulation 191/11*, this policy addresses the following:

- General Requirements;
- Feedback Process;
- Accessible Formats and Communication Supports;
- Emergency Procedures, Plans or Public Safety Information;
- Exceptions;

DEFINITION

Accessible Formats: Include but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Communication Supports: Include but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications.

Conversion Ready: An electronic or digital format that facilitates conversion into an acceptable format.

CONDITIONS

General Requirements

General requirements that apply across all of the five (5) standards (information and communication, employment, transportation, design of public spaces, and customer service) are outlined as follows:

Establishment of Accessibility Policies and Plans

ILS will develop, implement, and maintain policies governing how it will achieve accessibility through these requirements.

Training Requirements

ILS will provide training for its employees and volunteers regarding the IASR and the Ontario Human Rights Code as they pertain to individuals with disabilities;

Training will also be provided to:

- Individuals who are responsible for developing ILS policies; and
 - All other persons who provide goods or services on behalf of the Agency;
- Training will be provided as soon as is reasonably practicable, but no later than 60 days from date of hire; and

Training will be provided on an ongoing basis to new employees and as changes to ILS accessibility policies occur.

Feedback Process

In accordance with the AODA Information and Communication Policy Standards, ILS will make known the availability of accessible feedback formats;

ILS will ensure that all feedback processes (both internal and external) are made accessible to clients/customers or employees, upon request;

ILS shall provide clients/customers or employees with the opportunity to provide feedback on the service provided to customers with disabilities;

Information about the feedback process will be readily available to all clients/customers and employees. Notice of the process will be made available online;

Feedback forms along with alternate methods of providing feedback such as verbally (in person or by telephone) or written (handwritten, delivered, website or email), will be available upon request; and clients/customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted.

Accessible Formats and Communication Supports

Unless deemed unconvertible, ILS will provide or arrange, whenever possible, for the provision of accessible formats and communication supports for persons with disabilities, upon request;

Accessible formats and communication support will be provided in a timely manner and at no additional cost to the individual;

ILS will consider the person's accessibility needs when customizing individual requests and shall consult with the individual making the request to ensure suitability; and

ILS will make the availability of accessible formats and communication supports publicly known.

Emergency Procedures, Plans or Public Safety Information

ILS will ensure that all publicly available safety and emergency information (e.g., evacuation procedures, floor plans, etc.) is provided in an accessible format or with appropriate communication supports, upon request.

Exceptions

The Information and Communications Standard does not apply to:

Products and product labels

Unconvertible information or communications; or

Information that the organization does not control either directly or indirectly through a contractual relationship.

Unconvertible Information or Communications

If it is determined, in consultation with the requesting party, that information or communications are unconvertible, ILS will ensure that the individual who made the request is provided with an explanation and a summary of the information; and

ILS will classify information or communications as unconvertible where:

- It is not technically practicable to convert; or
- The technology required to make the conversion is not readily available.

RELEVANT DOCUMENTS

Integrated Accessibility Standards, Ontario Regulation 191/11

Accessibility for Ontarians with Disabilities Act, 2005.

AODA Integrated Accessibility Standards Regulation Employment

AODA Integrated Accessibility Standards Regulations Customer Service

Accommodations From

APPROVED BY: ILS Leadership Team

DATE APPROVED: October 26, 2020

DATE REVIEWED:

DATE REVISED: